CLAIMS

1.   A method of call management including the steps of:

receiving an incoming call;

transferring the call to an intended recipient device;

if the recipient device does not answer the incoming call, transferring the call to an intranet gateway;

if the intended recipient is logged on to the intranet or otherwise accessible on the network, the intranet gateway determining the network location of the intended recipient and transferring the call to the intended recipient; or

if the intended recipient is inaccessible, transferring the incoming call to a call recordation system.

2.   A method of call management including the steps of:

receiving an incoming call;

transferring the call to an intended recipient device;

if the recipient device does not answer the incoming call, transferring the call to a call recordation means;

intercepting the call and transferring the call to an intranet gateway;

if the intended recipient is logged on to the intranet or otherwise accessible on the network, the intranet gateway determining the network location of the intended recipient and transferring the call to the intended recipient; or

if the intended recipient is inaccessible, transferring the incoming call to a call recordation system.

HP700111202 22/08/2003

3.   A method of call management including the steps of:

receiving an incoming call;

transferring the call to an intended recipient device;

if the recipient device does not answer the incoming call, transferring the call to a call recordation means;

intercepting the call and transferring the call to an intranet gateway;

if the intended recipient is logged on to the intranet or otherwise accessible on the network, the intranet gateway determining the network location of the intended recipient and transferring the call to a physically proximate recipient device based on localisation information correlating to the physical location of the network connection with said proximate recipient device;

if the intended recipient is inaccessible, transferring the incoming call to a call recordation system.

4.   A method as claimed in claim 1 wherein the intranet gateway is a VoIP gateway.

5.   A method as claimed in claim 1 wherein if the intended recipient is accessible, routing the call to a network address including hardware which is adapted to allow the call to be received by the intended recipient.

6.   A method as claimed in claim 1 wherein if the intended recipient is inaccessible, routing the call to a voicemail system and sending a notification to the intended recipient.

7.   A method as claimed in claim 1 wherein the transfer of the call to the intended recipient is effected using a standard PABX communication with a plurality of telephones.

8.   A method as claimed in claim 1 wherein the hardware residing at the intended recipients network address corresponds to a software-based VoIP phone.

9.   A method as claimed in claim 1 wherein the software-based VoIP phone is running on a computer, laptop, PDA or similar device.

HP700111202 22/08/2003

10. A method as claimed in claim 1 wherein the intranet gateway transfers the call to the intended recipient via the Internet.

11. A computer system adapted to carry out the method as claimed in claim 1.

12. A telecommunications system adapted to carry out the method as claimed in claim 1.

13. A computer memory programmed for causing a computer system to perform the method of claim 1.

14. A method as claimed in claim 1 wherein if the intended recipient is accessible, routing the call to a network address including hardware that receives the call for the intended recipient.

15. A method as claimed in claim 2 wherein the intranet gateway transfers the call to the intended recipient via the Internet.

16. A computer system adapted to carry out the method as claimed in claim 2.

17. A telecommunications system adapted to carry out the method as claimed in claim 2.

18. A computer memory programmed for causing a computer system to perform the method of claim 2.

19. A method as claimed in claim 3 wherein the intranet gateway transfers the call to the intended recipient via the Internet.

20. A computer system adapted to carry out the method as claimed in claim 3.

21. A telecommunications system adapted to carry out the method as claimed in claim 3.

22. A computer memory programmed for causing a computer system to perform the method of claim 3.

HP700111202 22/08/2003